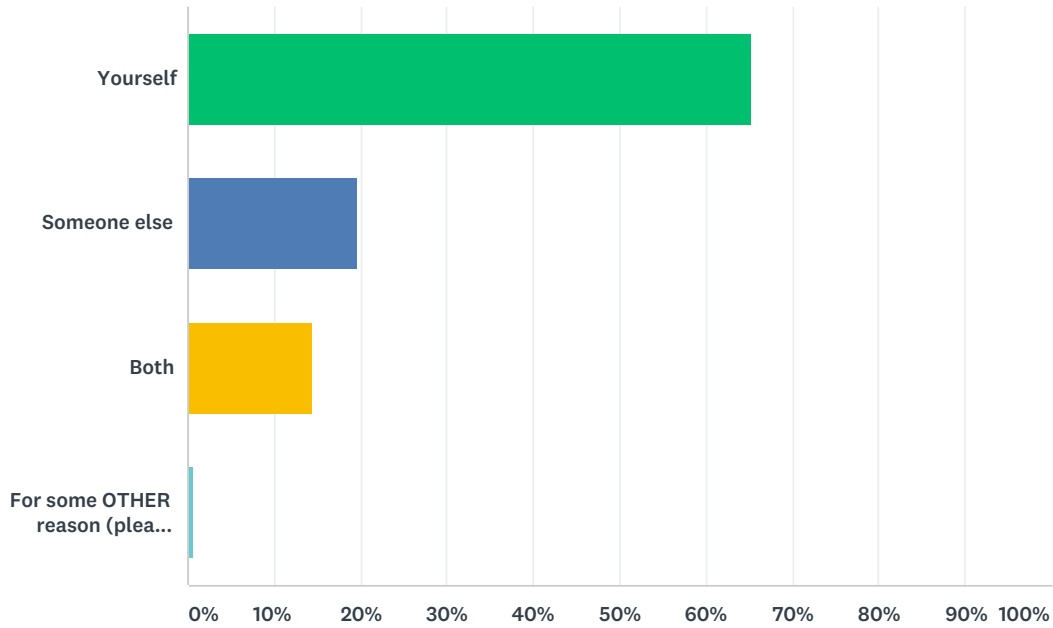


Sample Report

Q1 Q1. Why did visit this pharmacy today?To obtain a prescription for:

Answered: 153 Skipped: 2

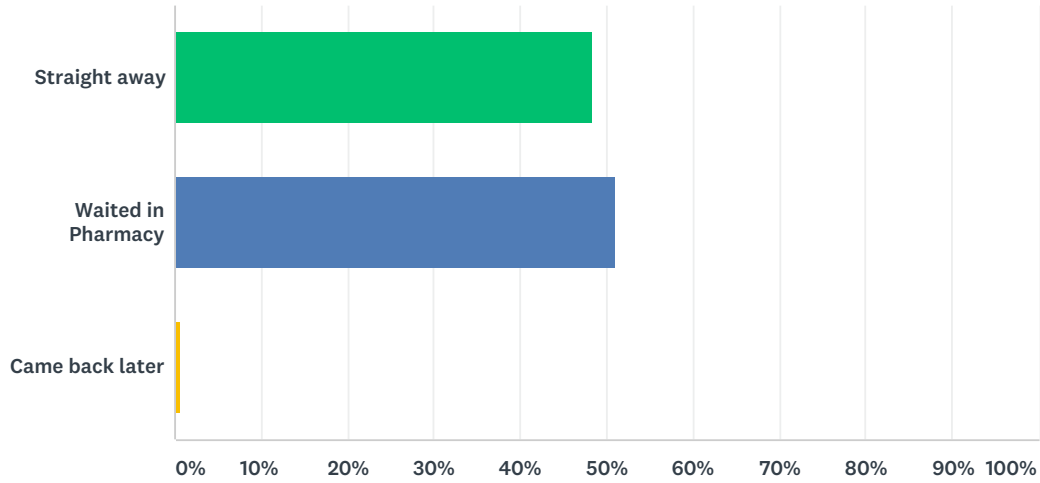


ANSWER CHOICES	RESPONSES	
Yourself	65.36%	100
Someone else	19.61%	30
Both	14.38%	22
For some OTHER reason (please write in the reason for your visit):	0.65%	1
<b>TOTAL</b>		<b>153</b>

#	FOR SOME OTHER REASON (PLEASE WRITE IN THE REASON FOR YOUR VISIT):	DATE
1	To ask a question of the pharmacist.	2/23/2015 11:41 AM

## Q2 Q2 If you collected a prescription today, were you able to collect it straight away, did you have to wait in the pharmacy or did you come back later to collect it?

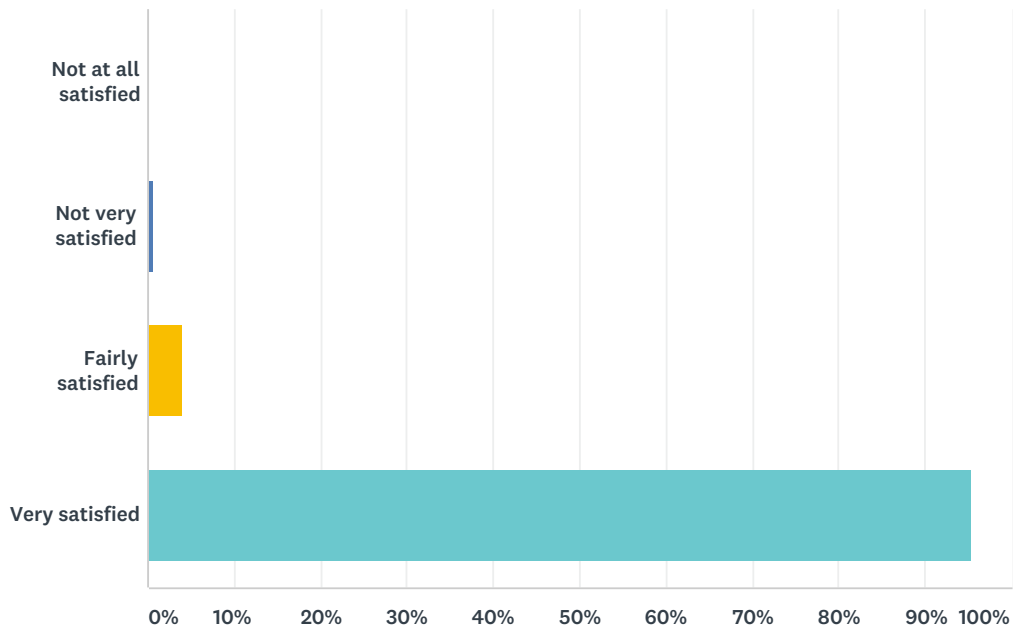
Answered: 153 Skipped: 2



ANSWER CHOICES	RESPONSES
Straight away	48.37% 74
Waited in Pharmacy	50.98% 78
Came back later	0.65% 1
TOTAL	153

### Q3 Q3 How satisfied were you with the time it took to provide your prescription and/or any other NHS services you required?

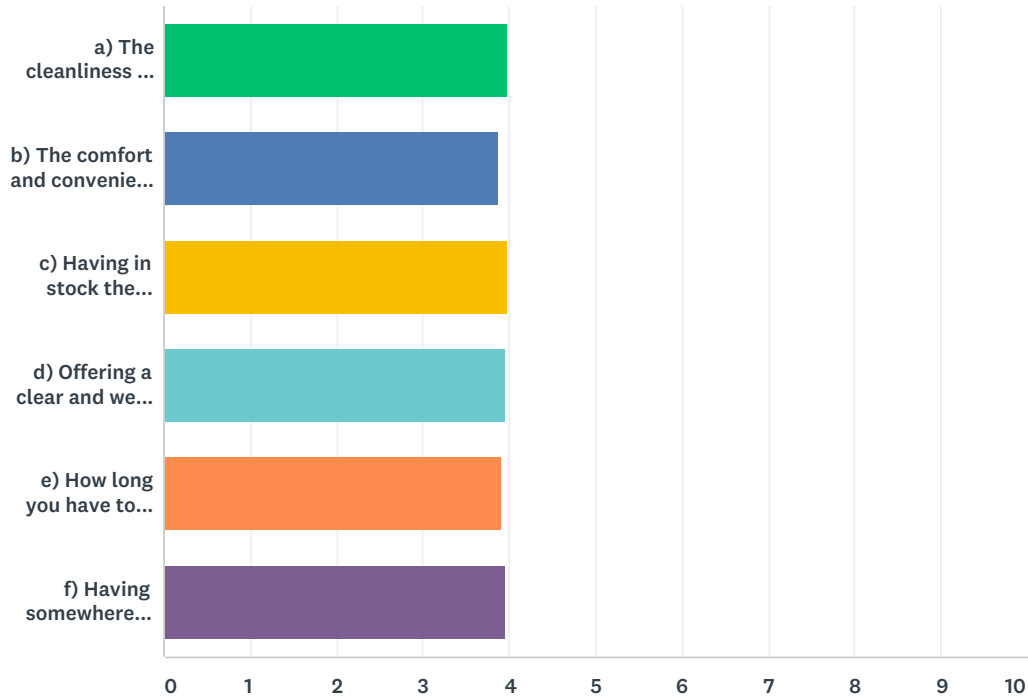
Answered: 154 Skipped: 1



ANSWER CHOICES	RESPONSES	
Not at all satisfied	0.00%	0
Not very satisfied	0.65%	1
Fairly satisfied	3.90%	6
Very satisfied	95.45%	147
<b>TOTAL</b>		<b>154</b>

Q4 Q4 Thinking about any previous visits as well as today's, how would you rate the pharmacy on the following factors? Please tick one box for each aspect of the pharmacy listed below, to show how good or poor you think it is:

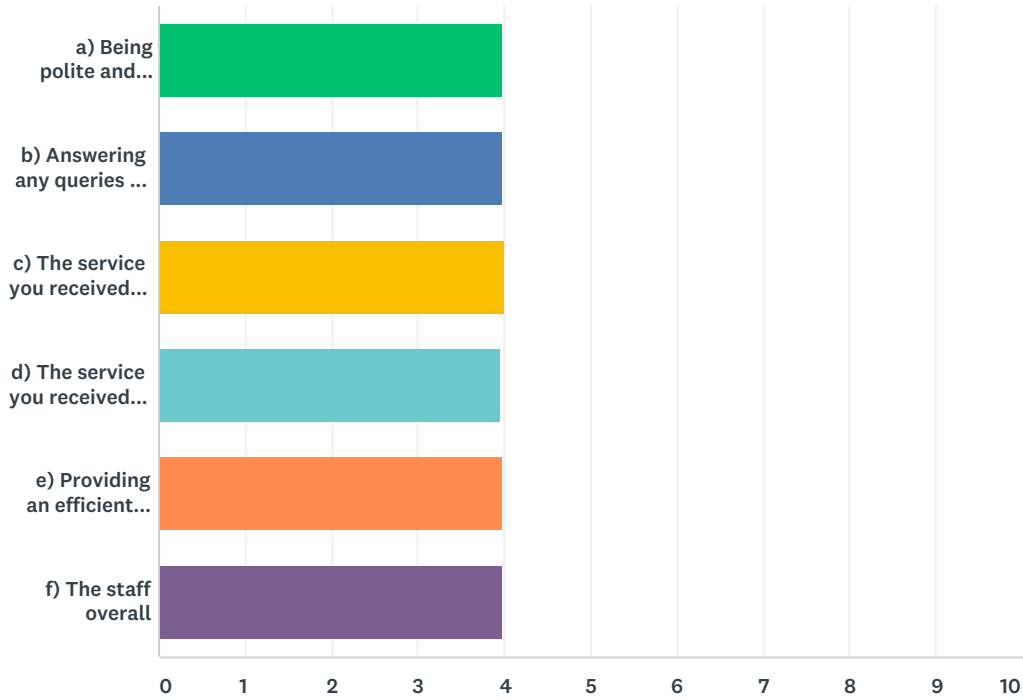
Answered: 155 Skipped: 0



	VERY POOR	FAIRLY POOR	FAIRLY GOOD	VERY GOOD	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a) The cleanliness of the pharmacy.....	0.65% 1	0.00% 0	0.65% 1	98.71% 153	0.00% 0	155	3.97
b) The comfort and convenience of the waiting areas (e.g. seating or standing room)..	0.65% 1	0.65% 1	8.39% 13	90.32% 140	0.00% 0	155	3.88
c) Having in stock the medicines/appliances you need .....	0.65% 1	0.00% 0	0.65% 1	98.05% 151	0.65% 1	154	3.98
d) Offering a clear and well organised layout.....	0.65% 1	0.00% 0	3.23% 5	96.13% 149	0.00% 0	155	3.95
e) How long you have to wait to be served .....	0.65% 1	0.65% 1	4.55% 7	94.16% 145	0.00% 0	154	3.92
f) Having somewhere available where you could speak without being overheard, if you wanted to...	0.67% 1	1.33% 2	7.33% 11	83.33% 125	7.33% 11	150	3.95

Q5 Q5 Again, including any previous visits to this pharmacy, how would you rate the pharmacist and the other staff who work there? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

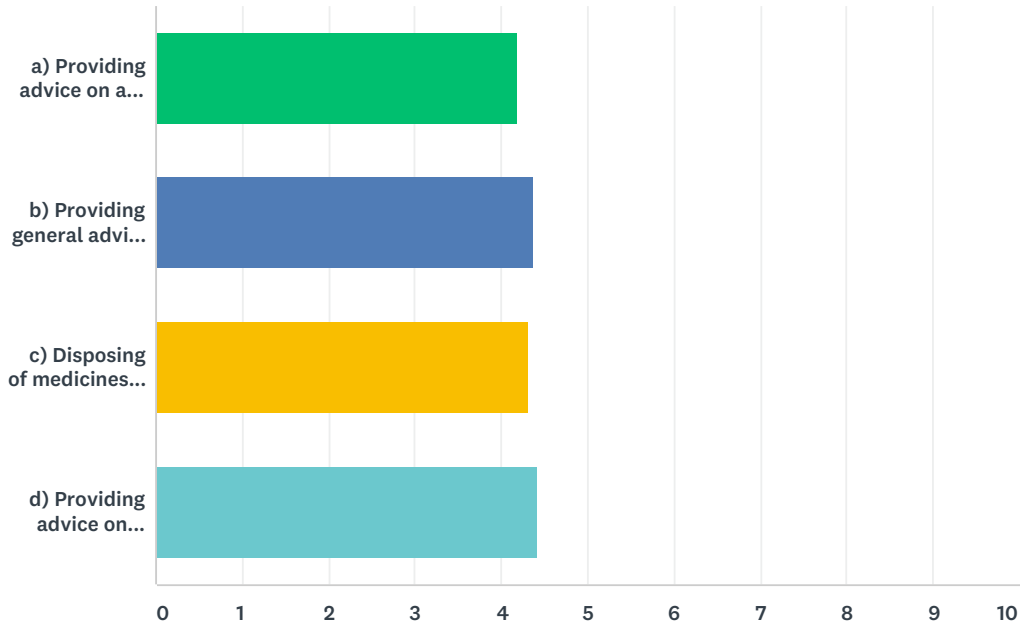
Answered: 155 Skipped: 0



	VERY POOR	FAIRLY POOR	FAIRLY GOOD	VERY GOOD	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a) Being polite and taking the time to listen to what you want .....	0.65% 1	0.00% 0	0.65% 1	98.71% 153	0.00% 0	155	3.97
b) Answering any queries you may have.....	0.65% 1	0.00% 0	0.65% 1	98.71% 153	0.00% 0	155	3.97
c) The service you received from the pharmacist .....	0.65% 1	0.00% 0	0.65% 1	97.42% 151	1.29% 2	155	3.99
d) The service you received from the other pharmacy staff .....	0.65% 1	0.65% 1	1.29% 2	97.42% 151	0.00% 0	155	3.95
e) Providing an efficient service	0.65% 1	0.00% 0	0.65% 1	98.06% 152	0.65% 1	155	3.98
f) The staff overall	0.65% 1	0.65% 1	0.65% 1	97.42% 151	0.65% 1	155	3.97

Q6 Q6 Thinking about all the times you have used this pharmacy, how well do you think it provides each of the following services? Please tick one box for each aspect of the service listed below, to show how good or poor you think it is:

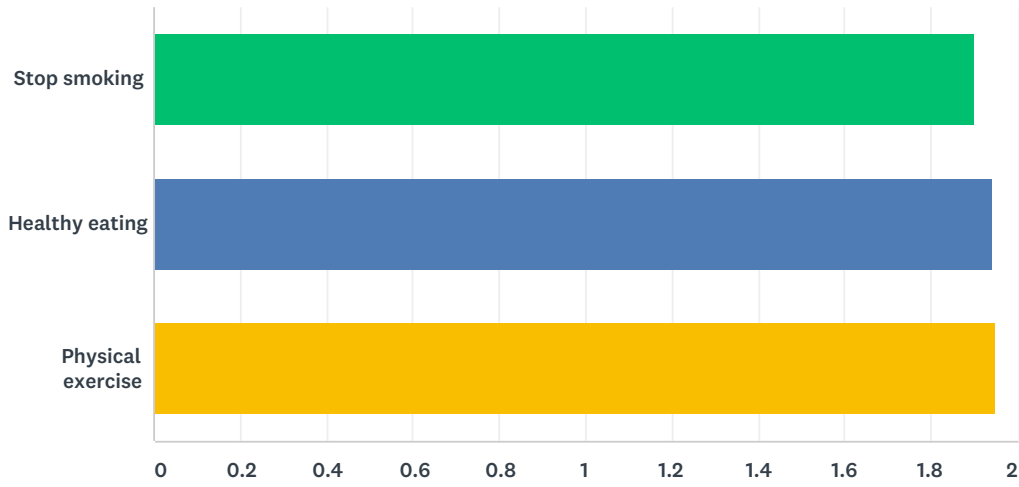
Answered: 155 Skipped: 0



	NOT AT ALL WELL	NOT VERY WELL	FAIRLY WELL	VERY WELL	NEVER USED	TOTAL	WEIGHTED AVERAGE
a) Providing advice on a current health problem or a longer term health condition	0.00% 0	0.00% 0	2.58% 4	76.77% 119	20.65% 32	155	4.18
b) Providing general advice on leading a more healthy lifestyle	0.00% 0	0.00% 0	2.60% 4	56.49% 87	40.91% 63	154	4.38
c) Disposing of medicines you no longer need	0.00% 0	0.00% 0	1.29% 2	66.45% 103	32.26% 50	155	4.31
d) Providing advice on health services or information available elsewhere	0.00% 0	0.00% 0	1.94% 3	54.19% 84	43.87% 68	155	4.42

## Q7 Q7 Have you ever been given advice about any of the following by the pharmacist or pharmacy staff?

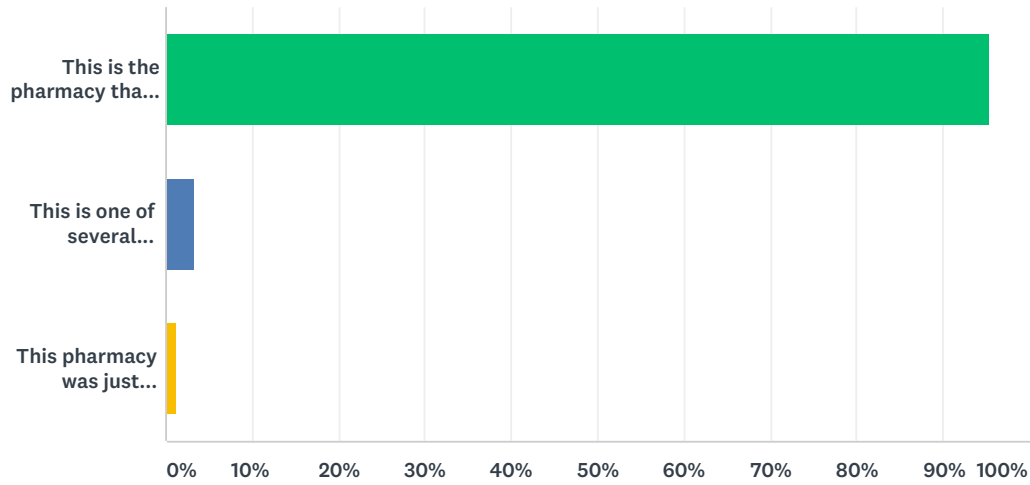
Answered: 154 Skipped: 1



	YES	NO	TOTAL	WEIGHTED AVERAGE
Stop smoking	9.74% 15	90.26% 139	154	1.90
Healthy eating	6.49% 10	93.51% 144	154	1.94
Physical exercise	5.19% 8	94.81% 146	154	1.95

## Q8 Q8 Which of the following best describes how you use this pharmacy?

Answered: 154 Skipped: 1

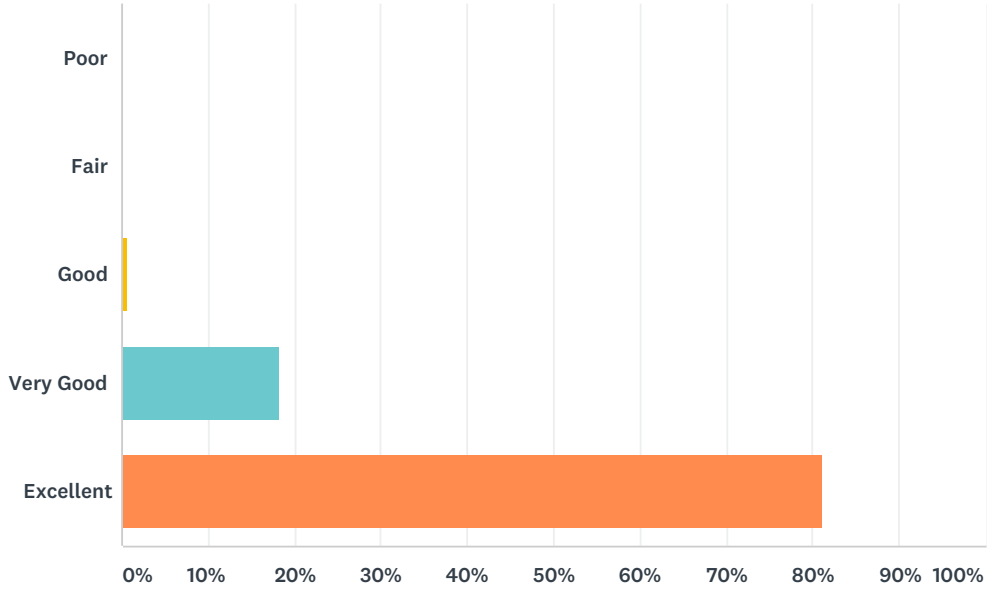


ANSWER CHOICES	RESPONSES	
This is the pharmacy that you choose to visit if possible	95.45%	147
This is one of several pharmacies that you use when you need to	3.25%	5
This pharmacy was just convenient for you today	1.30%	2
TOTAL		154



Q9 Q9 Finally, taking everything into account - the staff, the shop and the service provided - how would you rate this pharmacy where you received this questionnaire?

Answered: 154 Skipped: 1



ANSWER CHOICES	RESPONSES	
Poor	0.00%	0
Fair	0.00%	0
Good	0.65%	1
Very Good	18.18%	28
Excellent	81.17%	125
<b>TOTAL</b>		<b>154</b>

## Sample Report

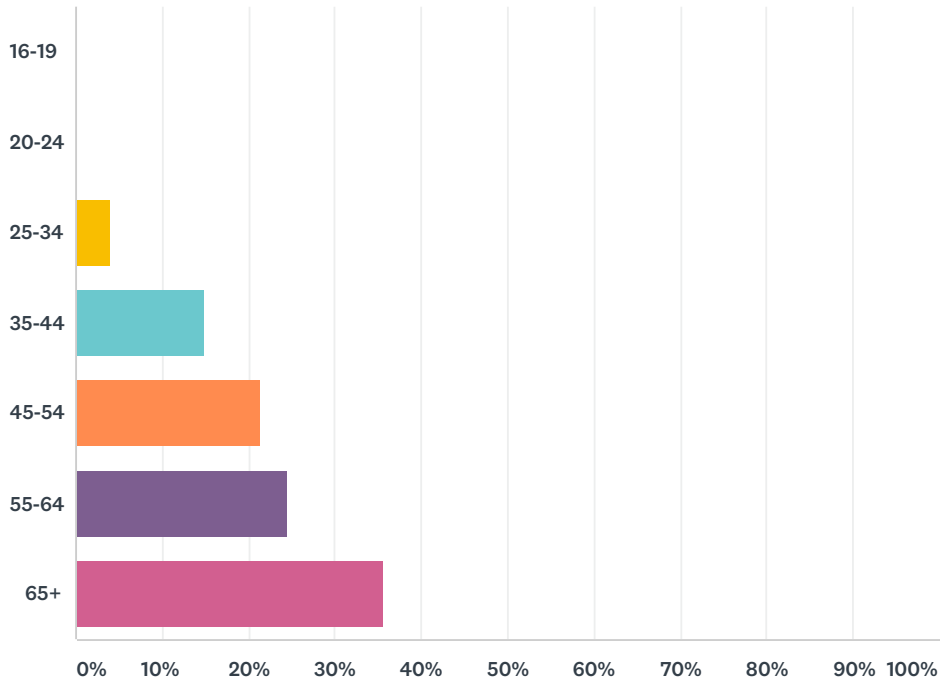
### Q10 Q10 If you have any comments about how the service from this pharmacy could be improved, please write them in here:

Answered: 25    Skipped: 130

#	RESPONSES	DATE
1	Always had excellent service- have used this pharmacy for over 30 years.	2/23/2015 10:42 PM
2	I don't like shit pills in boxes was happened twice no sign of date.	2/23/2015 10:37 PM
3	Great team always helpful.	2/23/2015 10:34 PM
4	Great team always helpful.	2/23/2015 10:34 PM
5	very good	2/23/2015 10:30 PM
6	2 older staff on the counter are not very friendly, the young lady was very helpful and the pharmacists are amazing.	2/23/2015 10:16 PM
7	The best.	2/23/2015 10:07 PM
8	None. Keep up the good work.	2/23/2015 11:58 AM
9	Doing good job, polite and efficient.	2/23/2015 11:40 AM
10	This pharmacy is excellent, very efficient and professional.	2/23/2015 11:37 AM
11	This is an excellent pharmacy all the time. You can ask if you have ever had this medication before if not they will explain and most important they work with the doctors as a team.	2/23/2015 11:16 AM
12	Nice staff. Pharmacist very knowledgeable on medicines and inform you well.	2/23/2015 11:06 AM
13	Very satisfied and confident with service. Would not go anywhere else.	2/23/2015 10:58 AM
14	Nice friendly staff. Esy to speak to pharmacist. Good service.	2/23/2015 10:51 AM
15	Extremely friendly and helpful.	2/23/2015 10:36 AM
16	Runs very efficiently.	2/23/2015 10:35 AM
17	I have always been able to talk to someone when I needed to and always been very pleased with advice offered.	2/23/2015 10:33 AM
18	Highly recommend - excellent friendly service.	2/23/2015 10:31 AM
19	No improvement needed.	2/23/2015 10:26 AM
20	All brilliant.	2/23/2015 10:25 AM
21	Absolutely fine.	2/23/2015 10:25 AM
22	Can't be improved. Excellent best in the district.	2/23/2015 10:17 AM
23	The pharmacy is situated in a good position. The pharmacist himself is both helpful and friendly also he is very knowledgeable. We have been using the pharmacy all or lives.	2/23/2015 10:16 AM
24	No comment, very satisfied with things as they are.	2/23/2015 10:13 AM
25	I have used this pharmacy for the past 4 years and it is the best I have ever.	2/23/2015 10:07 AM

## Q11 Q11 How old are you?

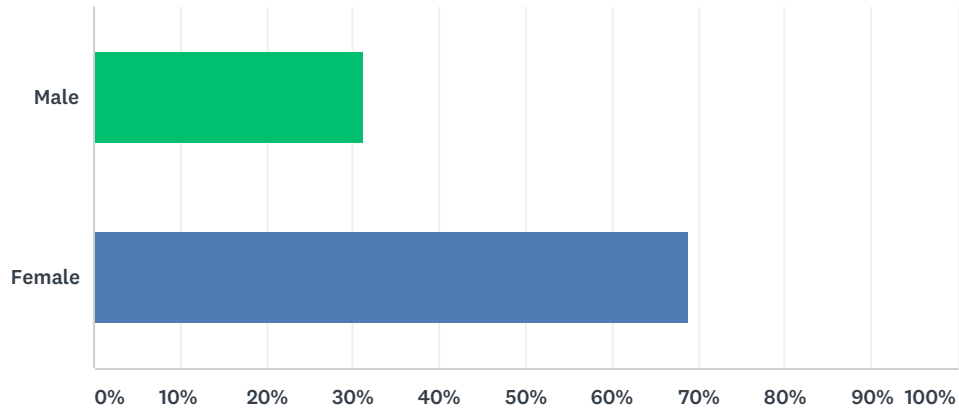
Answered: 155 Skipped: 0



ANSWER CHOICES	RESPONSES	
16-19	0.00%	0
20-24	0.00%	0
25-34	3.87%	6
35-44	14.84%	23
45-54	21.29%	33
55-64	24.52%	38
65+	35.48%	55
TOTAL		155

### Q12 Q12 Are you...

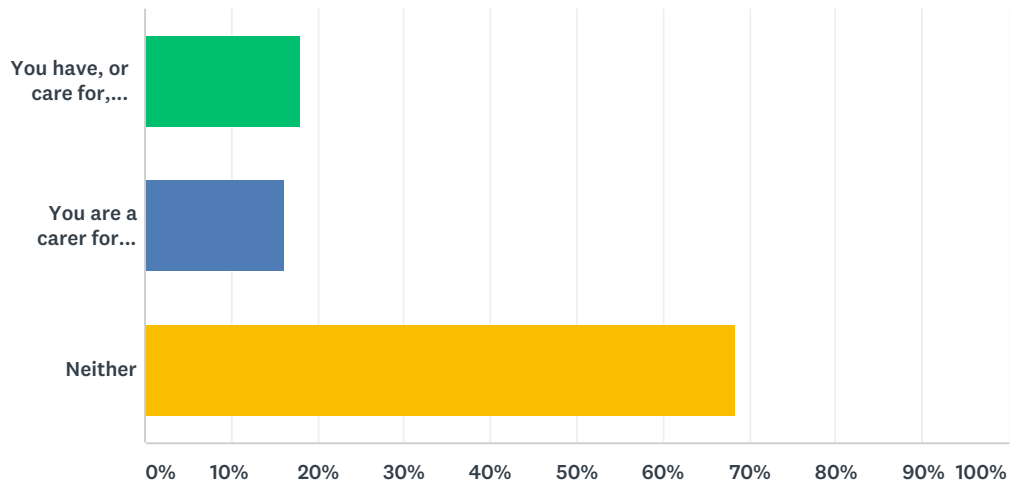
Answered: 154 Skipped: 1



ANSWER CHOICES	RESPONSES	
Male	31.17%	48
Female	68.83%	106
TOTAL		154

### Q13 Q13 Which of the following apply to you?

Answered: 155 Skipped: 0



ANSWER CHOICES	RESPONSES	
You have, or care for, children under 16	18.06%	28
You are a carer for someone with a long-standing illness or infirmity	16.13%	25
Neither	68.39%	106
Total Respondents: 155		